

ABSTRACT OF THE DISCLOSURE

A learning program whereby the degree of improvement in transaction work as a result of transaction learning can be confirmed. A work amount storage section receives an amount of transaction work which an employee has performed using a terminal, and stores the work amount in a work amount storage database (DB). In response to a request for transaction learning from the employee, a transaction learning display section displays a learning screen for the transaction learning on the terminal. A learning information storage section receives start and end times of the employee's transaction learning from the terminal, and stores the received times in a learning information storage DB. A working efficiency calculation section looks up the work amount storage DB and the learning information storage DB and, based on the work amount before the start time of the employee's transaction learning and the work amount after the end time of the learning, calculates the efficiency of the work performed after the end time of the transaction learning relative to that performed before the start time of the learning. In response to a request from a supervisor using a different terminal, the working efficiency calculation section displays the calculated working efficiency on the supervisor's terminal.